

What is claimed is:

1. A process for automating the review of supervisors in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

- a. collecting in the time, billing and accounting database information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;
- b. generating a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period;
- c. disseminating, via computer network, an automated review form to the reviewer corresponding to said list of matters;
- d. collecting the reviewer's responses as prompted by the review form;
- e. processing the responses to provide review data; and
- f. producing reports according to the review data.

2. A process according to claim 1 further comprising processing the responses to provide review data that can be sorted according to the reviewer and at least one reviewee.

3. A process according to claim 1 in which collecting the reviewer's responses to questions propounded by the review form comprises presenting to the reviewer an interactive interface in which the reviewer is able to select an

option on a scale ranging from favorable to unfavorable, thereby allowing said processing to occur mathematically.

4. A process according to claim 3 in which said processing is adapted to produce a report that shows, for a particular reviewee, and for a particular scale, the number of times reviewers selected each option on the scale.
5. A process according to claim 4 in which said processing is adapted to provide, for a particular reviewee, and for a particular scale, the average score corresponding to reviewers' selection of options on the scale.
6. A process according to claim 5 in which the review form presents scales for reviewing a reviewee according to whether the reviewer's expectations as to the matter were met and whether feedback was appropriate.
7. A process according to claim 5 in which the review form presents a scale for reviewing a reviewee according to whether the matter as supervised provided an opportunity for professional growth.
8. A process according to claim 5 in which the review form presents a scale for reviewing a reviewee according to the reviewee's managerial effectiveness as perceived by the reviewer.
9. A process according to claim 1 in which producing reports comprises producing at least one report corresponding to a reviewee, showing responses for a plurality of matters on which a plurality of reviewers were supervised by the reviewee.
10. A process according to claim 1 in which producing reports comprises producing at least one report corresponding to a practice group, showing

responses for a plurality of matters on which a plurality of reviewers were supervised by reviewees in the practice group.

11. A process for automating the review of supervisors in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

- a. collecting in the time, billing and accounting database information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;
- b. generating a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period;
- c. disseminating, via computer network, an interactive automated review form to the reviewer corresponding to said list of matters, the review form including an interactive interface in which the reviewer is able to select an option on a plurality of scales ranging from favorable to unfavorable, said scales including a scale corresponding to whether the matter as supervised by the reviewee met the reviewer's expectations, a scale corresponding to whether the matter provided opportunity for professional growth, and a scale corresponding to the level of the reviewee's managerial effectiveness;
- d. collecting the reviewer's responses as prompted by the review form;
- e. processing mathematically the responses to provide review data, the review data including for a particular reviewee, and for a particular scale, the

number of times reviewers selected each option on the scale and the average score on that scale; and

f. producing reports according to the review data, at least one report showing, for a particular reviewee, results from responses by a plurality of reviewers on a plurality of matters.

12. A process according to claim 11 in which producing reports comprises producing at least one report corresponding to a practice group, showing responses for a plurality of matters on which a plurality of reviewers were supervised by reviewees in the practice group.

13. A process according to claim 11 in which producing reports comprises producing at least one report that reflects a predetermined time period.

14. A process according to claim 11 further comprising:

g. disseminating to at least one planner a practice development planning interactive form, the form adapted to prompt the planner for responses as to particular subject areas, and within those areas, at least one objective, and for said at least one objective, at least one action step and deadline for each objective, said areas including at least the planner's future investment time, client service, and time commitment;

h. collecting responses by said planner to prompts presented by the form; and

i. producing a practice development plan according to said responses.

15. A process according to claim 11 further comprising:

- g. disseminating to at least one planner a community involvement interactive form, the form adapted to prompt the planner for responses as to at least community organizations in which the planner is involved and leadership position within each of said community organizations;
- h. collecting said responses; and
- i. producing at least one report which includes a list of organizations, and for each organization, planners involved in said organizations.

16. A system for automating the review of supervisors in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

- a. a plurality of user stations;
- b. a time, billing and accounting database connected to at least some of said user stations via a network, said database adapted to store information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;
- c. processing capacity adapted to generate a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period;
- d. communications capacity adapted to disseminate, via the network, an automated review form to the reviewer's user station corresponding to said list of matters;

e. an MSR database connected to at least some of said user stations via said network, adapted to store responses from said reviewer as prompted on said reviewer's user station by the review form; and

f. processing capacity adapted to process the responses to provide review data and to produce reports according to the review data.

17. A system for automating the review of supervisors in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

a. a plurality of user stations;

b. a time, billing and accounting database connected to at least some of said user stations via a network, the database adapted to store information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;

c. processing capacity adapted to generate a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period and to disseminate, via said computer network, an interactive automated review form to the reviewer corresponding to said list of matters, the review form including an interactive interface in which the reviewer is able to select an option on a plurality of scales ranging from favorable to unfavorable, said scales including a scale corresponding to whether the matter as supervised by the reviewee met the reviewer's expectations, a scale corresponding to whether the matter provided opportunity for professional growth, and a scale corresponding to the level of the reviewee's managerial effectiveness;

d. an MSR database connected to at least some of said user stations, said database adapted to store the reviewer's responses as prompted by the review form; and

e. processing capacity adapted mathematically to process the responses to provide review data, the review data including for a particular reviewee, and for a particular scale, the number of times reviewers selected each option on the scale and the average score on that scale, said processing capacity further adapted to produce reports according to the review data, at least one report showing, for a particular reviewee, results from responses by a plurality of reviewers on a plurality of matters.

18. A system for managing people in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

a. a plurality of user stations;

b. a time, billing and accounting database connected to at least some of said user stations via a network, the database adapted to store information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;

c. processing capacity adapted to generate a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period and to disseminate, via said computer network, an interactive automated review form to the reviewer corresponding to said list of matters, the review form including an interactive interface in which the reviewer is able to select an option on a plurality of scales ranging from favorable to unfavorable, said scales including a scale

corresponding to whether the matter as supervised by the reviewee met the reviewer's expectations, a scale corresponding to whether the matter provided opportunity for professional growth, and a scale corresponding to the level of the reviewee's managerial effectiveness;

d. an MSR database connected to at least some of said user stations, said database adapted to store the reviewer's responses as prompted by the review form;

e. processing capacity adapted mathematically to process the responses to provide review data, the review data including for a particular reviewee, and for a particular scale, the number of times reviewers selected each option on the scale and the average score on that scale, said processing capacity further adapted to produce reports according to the review data, at least one report showing, for a particular reviewee, results from responses by a plurality of reviewers on a plurality of matters;

f. processing capacity adapted to disseminate to at least one planner a practice development planning interactive form, the form adapted to prompt the planner for responses as to particular subject areas, and within those areas, at least one objective, and for said at least one objective, at least one action step and deadline for each objective, said areas including at least the planner's future investment time, client service, and time commitment;

g. a practice development planning database adapted to store responses by said planner to prompts presented by the form; and

h. processing capacity adapted to produce a practice development plan according to said responses.

19. A system according to claim 18 in which the processing capacity in (f) is the same as the processing capacity in (h).

20. A system for managing people in a professional services firm having a time, billing and accounting database adapted to collect recorded time and automatically generate bills for services rendered, comprising:

a. a plurality of user stations;

b. a time, billing and accounting database connected to at least some of said user stations via a network, the database adapted to store information relating to services rendered, according to a client, matters on which services were rendered for a particular client, timekeepers recording time to each matter, and quantity of time recorded by timekeepers for each matter;

c. processing capacity adapted to generate a list of matters on which reviewees are to be reviewed by a particular reviewer, according to matters on which the reviewer recorded time in a predetermined time period and to disseminate, via said computer network, an interactive automated review form to the reviewer corresponding to said list of matters, the review form including an interactive interface in which the reviewer is able to select an option on a plurality of scales ranging from favorable to unfavorable, said scales including a scale corresponding to whether the matter as supervised by the reviewee met the reviewer's expectations, a scale corresponding to whether the matter provided opportunity for professional growth, and a scale corresponding to the level of the reviewee's managerial effectiveness;

d. an MSR database connected to at least some of said user stations, said database adapted to store the reviewer's responses as prompted by the review form;

e. processing capacity adapted mathematically to process the responses to provide review data, the review data including for a particular reviewee, and for a particular scale, the number of times reviewers selected each option on the scale and the average score on that scale, said processing capacity further adapted to produce reports according to the review data, at least one report showing, for a particular reviewee, results from responses by a plurality of reviewers on a plurality of matters;

f. processing capacity adapted to disseminate to at least one planner a community involvement interactive form, the form adapted to prompt the planner for responses as to at least community organizations in which the planner is involved and leadership position within each of said community organizations;

g. a community involvement database adapted to store said responses; and

h. processing capacity adapted to produce at least one report which includes a list of organizations, and for each organization, planners involved in said organizations.

21. A system according to claim 20 in which the processing capacity in (f) is the same as the processing capacity in (h).